

JAMES E. "JIM" KING, JR.
President

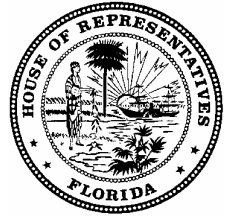


Harold McLean
Public Counsel

**STATE OF FLORIDA
OFFICE OF PUBLIC COUNSEL**

c/o THE FLORIDA LEGISLATURE
111 WEST MADISON ST.
ROOM 812
TALLAHASSEE, FLORIDA 32399-1400
850-488-9330

JOHNNIE BYRD
Speaker



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CONTACT: Harold McLean
(850) 488-9330

**Consumer Alert:
AT&T Billing Mistake Affects AT&T Customers and Others**

In January, 2004, AT&T added a fixed monthly charge of \$3.95 to the bills of persons subscribing to its Basic Rate plan. However, due to a billing system error, the \$3.95 per month charge was mistakenly placed on the bills of other customers, including some customers of other AT&T plans and some customers who do not subscribe to AT&T services at all.

Other erroneous charges may also appear on some bills, including a \$.99 regulatory assessment fee, a \$2.49 bill statement fee, a \$10 reconnection fee, and a Universal Connectivity Charge of 8.7%. The charges can appear both as AT&T long distance charges on local telephone bills and on AT&T bills sent directly to customers.

AT&T states that it fixed these problems before distributing April bills and that customers incurring any of these erroneous charges will automatically receive a credit or refund by June.

Customers who received any of these erroneous charges and who have not received a credit or refund by June may contact AT&T toll free at 1-800-222-0300, on the internet at <http://www.att.com/contact>, or by mail at Post Office Box 944080, Maitland, FL 32794-4080. In addition, any customer dissatisfied with the action of AT&T may contact the Office of Public Counsel toll free at 1-800-342-0222, on the internet at <http://www.floridaopc.gov/contact.cfm>, or by mail at 111 West Madison Street, room 812, Tallahassee, FL 32399-1400.

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